



PROCEDURE OVERVIEW

This procedure outlines the College-level process for Required and Voluntary Program Exit decisions, including roles, documentation, timelines, communication, and records management requirements.

Detailed operational steps, templates, and staff workflows are maintained separately in the Student Program Exit Standard Operating Procedure. Supporting tools must remain consistent with the Program Exit Policy and this procedure.

Required Program Exit decisions must be documented, include appropriate procedural fairness, and provide the student with written reasons and information about any applicable appeal process, including Student Appeals (Policy 304), where applicable.

ROLES AND RESPONSIBILITIES

Staff (All College Employees):

- Provide relevant information to the Program Coordinator and/or appropriate supervisor, as required.

Instructor:

- Monitor student performance, attendance, and conduct.
- Communicate concerns and submit supporting documentation to the Program Coordinator in a timely manner.
- Participate in meetings and processes related to a potential Program Exit, as requested.

Program Coordinator:

- Lead and document the Program Exit process, including confirming whether the exit is Required or Voluntary.
- Coordinate required communication with the student, Registrar's Office, Student Services, supervisor, and any applicable credit-granting institution.

Registrar:

- Maintain the official student record.
- Update the academic record based on documentation submitted by the Program Coordinator.

Student Services:

- Support students during and after the Program Exit process through transition planning, referrals, voluntary withdrawal supports, re-entry planning, and connection to appeal or review processes, where applicable.
- Coordinate with the Program Coordinator where program-related support, conditions, or follow-up are required.

Out-of-Scope Administrators/Supervisors:

- Provide supervisory oversight and decision support for Program Exit matters within their authority.
- Ensure due process, procedural fairness, documentation, and appropriate escalation are completed where required.



Vice-President, Academics and Chief Executive Officer:

- Provide authority, oversight, and decision support for Required Program Exit matters escalated under this procedure.
- Review misconduct-related readmission restriction recommendations. CEO approval applies only to readmission restrictions related to misconduct (non-academic), not to all Program Exit decisions.

Students:

- Engage with the Program Coordinator and/or Student Services, as required, and comply with college policies and program expectations.
- Review and retain Program Exit documentation, complete required forms, and return College-issued materials and supplies as directed.

TYPES OF PROGRAM EXIT

Required Program Exit is a college-initiated exit where continued participation is not suitable or permitted under the Program Exit Policy. This may include concerns related to academic progress, attendance, conduct, accountability, Fit for Learning, program requirements, or applicable College or credit-granting institution requirements.

Voluntary Program Exit occurs when a student chooses to leave or withdraw from a program. The exit must be documented and communicated in accordance with this procedure, the Program Exit Policy, and any applicable credit-granting institution requirements.

Program Exit decisions must align with the applicable procedures and standard operating procedures related to Student Attendance (Policy 305), Student Code of Conduct (Policy 404), Fit for Learning (Policy 414), and any applicable registration, sponsorship, or credit-granting institution requirements. Where applicable, the requirements of the credit-granting institution will take precedence.

PROGRAM EXIT PROCESS

The Program Exit process begins when a concern, requirement, or student request indicates that a student may no longer continue in a program. The Program Coordinator determines whether the matter involves a Required Program Exit or Voluntary Program Exit, confirms the applicable policy, procedure, or external program requirement, gathers the required documentation, and coordinates communication with the student, Registrar's Office, Student Services, and any applicable supervisor or credit-granting institution.

The written notice must include the effective date of the Program Exit, which is normally the student's last day of attendance, and the reason for the exit, where applicable. Notice may be issued after the effective date where additional time is required to complete the required steps under applicable policies, procedures, or credit-granting institution requirements.



The Program Exit process must be completed in a timely, consistent, and documented manner. Unless a credit-granting institution, funder, legal requirement, or College policy requires a shorter timeframe, the timelines below apply from the date the Program Exit decision is made or the date the College receives notice of a voluntary withdrawal.

- Internal notification must occur within three business days of the Program Exit decision or voluntary withdrawal notification;
- Official documentation must be completed and distributed within 10 business days of student notification; and
- Misconduct (non-academic) decisions involving a readmission restriction should normally be communicated within five business days of the final decision.

MISCONDUCT (NON-ACADEMIC) AND READMISSION RESTRICTIONS

In cases of misconduct (non-academic), Northlands College may restrict a student's eligibility for readmission for a period of up to five years. The Program Coordinator and their immediate Out-of-Scope Administrator/Supervisor will submit a written request to the Vice-President, Academics where a readmission restriction is being recommended. The request must describe the student's conduct, include supporting documentation, identify the applicable policy or procedure, and recommend the length of time the student should be restricted from readmission, where applicable.

The Vice-President, Academics will review the request in consultation with the Chief Executive Officer. CEO approval applies only to readmission restrictions related to misconduct (non-academic). The final decision on a misconduct-related readmission restriction will be made by the Office of the CEO. Within five business days of the final decision, the Program Coordinator and Registrar's Office will be notified. The Registrar's Office will update the student's official record and provide the student with formal written notice using official College documentation.

APPEALS

Students may appeal eligible decisions made under this procedure in accordance with Student Appeals (Policy 304). Students must be advised of their appeal rights, applicable timelines, and any applicable credit-granting institution appeal process.

CREDIT-GRANTING INSTITUTION

If the Program Exit involves a student enrolled in a program where Northlands College is not the credit-granting institution, the Program Coordinator must consult the credit-granting institution as early as possible to confirm applicable requirements, deadlines, timelines, reporting obligations, documentation, and next steps. All Program Exits are subject to any applicable credit-granting institution deadlines. Where the credit-granting institution has authority over the student's continuation, withdrawal, academic standing, or credential requirements, its policies and procedures take precedence.



RECORDS MANAGEMENT

Program Exit documentation will be maintained in accordance with college records retention requirements, privacy legislation, and applicable institutional requirements.

Records will be stored securely, shared only with authorized individuals who require the information to perform their duties, and managed in accordance with college records management and privacy requirements.

AUTHORITY

Authority for application of this procedure is vested in the Office of the Vice President responsible for Academic Programs.

Policy Originated: June 17, 2023 (Formally Learner Discontinuation)	Approved by: President & CEO
Procedure Separated: June 2026	Approved by: President & CEO
Last Approval Date: August 2026	
Accountable Officer: Vice President responsible for Academic programs	Responsible Officer: Program Coordinators and Out-of-Scope Administrators